



Certificate in Information Advice or Guidance Level 2

Programme Information

KEY INFORMATION

Content:

- Information, advice or guidance in practice
- Developing interaction skills
- Referral and signposting
- Maintaining impartiality
- Reaching a shared agreement
- Overcoming barriers to IAG
- Managing information, confidentiality and data protection

Delivery Options:

- Online self directed study
- Online 2 x 3 hour workshops
- Site based 1 day workshop

Assessment:

- Online workbook submission

Quote & Booking:

info@tsplearn.co.uk

What does this programme cover?

The provision of information advice or guidance services. Understanding what can be shared legally and professionally can improve outcomes for you and your organisation.

Who is the programme suitable for?

- Those who wish to learn about providing information, advice or guidance across a range of sectors.
- Those with a responsibility for providing information, advice or guidance who wish to develop their interaction skills.

How is the programme delivered?

We have a range of flexible learning options that include:

- Online self study - candidates usually complete learning and assessment activities within 1-2 months.
- Online workshops - 2 x 3 hour workshops delivered within an online learning classroom or using your own preferred platform.
- Site based workshop - 1 day workshop delivered at your preferred site location.

How is the qualification structured & assessed?

This qualification consists of 6 units that are assessed by completing 2 online assessment workbooks.

What related training/qualifications could candidates progress to?

Candidates completing this qualification could consider a wide range of further study including:

- Level 3 and 5 Management qualifications and apprenticeships.

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Programme Content

TSP's accredited qualifications are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced training consultants that provide your teams with the breadth of support that they need to ensure success. In addition, if you choose to use our delivery teams, we will ensure that we tailor and contextualise content to reflect your business needs.

All programmes are available throughout the year. We work with you to coordinate the dates and modes of delivery (online or site based) that you need. For further information or to discuss your needs, please get in touch using the contact information below.

Information, Advice or Guidance (IAG) in Practice

- Meaning of IAG.
- The scope of IAG services provided.
- Meeting the needs of clients and supporting them.
- The boundaries of your IAG role.
- Using a structured approach for interactions.
- Reaching a shared agreement.
- Questioning styles.
- Active listening skills.
- Confidentiality and data protection.



Signposting & Referral

- Key features of the referral process.
- The difference between signposting and referral.
- Complying with legislation.
- The impact of discriminatory practice and behaviour.
- Managing information.
- Selecting appropriate resources.
- Updating and maintaining information.

Would your organisation benefit from...

- Assessing the level of digital/ICT skills across the workforce?
- Addressing English and Maths skills across the workforce?
- Providing flexible learning opportunities for staff to upskill in any of these areas?
- We can help, contact us today.

We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Security Management Level 3
- Passenger Transport Operations/Management Level 2-4

*TSP is offering a 10% reduction on the value of orders for TSP Pro courses confirmed in July & August 2023

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